Manager

York Cinemas

141 Ontario Street North, Kitchener, ON N2H 4Y5

Job details

Pay

$19 an hour

Job type

Permanent Full-time

Shift and schedule

Weekends as needed No weekends Monday to Friday Holidays

Location

141 Ontario Street North, Kitchener, ON N2H 4Y5

Full job description

Job Title: Movie Theater Manager

Location: 141 Ontario St N, Kitchener, ON N2H 4Y5

Job Description:

We are looking for a dynamic and experienced Movie Theater Manager to oversee the daily operations of our theater. The ideal candidate will have excellent leadership skills, a passion

for customer service, and the ability to manage all aspects of a movie theater, from staff to financials. The Movie Theater Manager will ensure smooth operations, provide exceptional customer experiences, and drive the success of the theater.

Key Responsibilities:

1. Operations Management:

- Oversee day-to-day operations of the theater, including screening schedules, ticket sales, and concessions.
- Ensure all equipment (projectors, sound systems, etc.) is functioning properly.
- Maintain the cleanliness and organization of all theater areas, including auditoriums, lobbies, and restrooms.
- Handle emergency situations, such as power outages, security incidents, or equipment malfunctions.

2. Staff Management:

- Recruit, train, and schedule employees, including ushers, concession staff, and box office personnel.
- Lead and motivate the team to provide excellent customer service.
- Conduct regular performance evaluations and provide feedback to improve staff efficiency and morale.
- Manage payroll and ensure that employees adhere to company policies and standards.

3. Customer Service:

- Address customer complaints and ensure prompt resolution of any issues.
- Maintain a welcoming and friendly environment for all patrons.
- Develop strategies to enhance the customer experience, such as special events, promotions, and loyalty p

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4. Financial Management:

- Manage cash flow, including ticket and concession sales, and prepare daily financial reports.
- Monitor expenses, inventory levels, and ensure profitability by controlling costs.
- Create and manage budgets, and ensure that the theater meets its financial goals.
- Handle vendor relationships and manage ordering for concessions and supplies.

5. Marketing and Event Coordination:

- Coordinate with marketing teams to promote new releases, special screenings, and events.
- Implement and track marketing campaigns to increase attendance and sales.
- Organize private events, screenings, or special promotions to boost business.

6. Health & Safety Compliance:

- Ensure that the theater complies with all health and safety regulations, including fire safety, first aid, and emergency procedures.
- Implement and maintain COVID-19 protocols (if applicable), ensuring a safe environment for staff and customers.

7. Technology and Equipment:

- Oversee the proper functioning and maintenance of projection systems, sound systems, and other technical equipment.
- Coordinate with vendors and technical support teams for repairs or upgrades as needed.

Qualifications:

- Proven experience in theater management or a similar role in the entertainment or hospitality industry.
- Strong leadership and team management skills.
- Excellent customer service and communication skills.
- Experience with budgeting, financial reports, and inventory management.
- Knowledge of theater technology (projection systems, sound equipment) is a plus.
- Ability to work evenings, weekends, and holidays, as required in the theater business.

Job Types: Full-time, Permanent

Pay: $19.00 per hour

Schedule:

- Monday to Friday
- No weekends
- Weekends as needed

Work Location: In person

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